



Emergency Solutions Grant: Rapid Re-Housing Program

Sponsored by
Division of Housing Stabilization, DHCD

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Speakers:

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Agenda

- ▶ Introductions
- ▶ Review of eligibility criteria & program requirements
- ▶ Summary of EA and how to know if your applicant is Non-EA eligible
- ▶ Tracking & reporting on your RRH program
- ▶ What to expect from performance monitoring and site visits
- ▶ Question and answer session

Submitting Questions during the Webinar

- ▶ Please call in using the conference number & ID given when you entered the webinar
- ▶ As we present, please use the raise your hand function. You will be unmuted so that you may ask your question.
- ▶ Questions submitted through the 'submit your question' function may not be answered until the end of the webinar.
- ▶ As many questions as possible will be answered during the webinar. Any unanswered questions may be submitted to elisa.bresnahan@state.ma.us via email. Answers will be sent to all attendees & RRH providers.
- ▶ Webinar slides will be available on the DHCD Website.

DHCD ESG Website

- ▶ <http://www.mass.gov/hed/housing/stabilization/emergency-solutions-grant.html>

Eligibility Criteria & Program Requirements

Please note: This webinar is specific to DHCD Rapid Re-Housing programs.

Please have a copy of the Rapid Re-Housing Recordkeeping and Reporting Requirements available for future reference.

Homeless Eligibility

- ▶ Must be literally homeless
- ▶ In an emergency shelter or DV safe haven
 - Transitional Housing is NOT eligible
- ▶ Or place not meant for habitation
 - Places not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground
 - Couch surfing does not qualify
 - Must be verified by outreach organization or worker

Homeless Eligibility

▶ Fleeing DV

- Current (within 30 days)
- Has taken place within the households primary residence OR has made the household afraid to return to their primary residence
- Household has NO other residence
- Lacks the resources or support networks, e.g., family friends, faith-based or other social networks, to obtain other permanent housing
- **MUST BE DOCUMENTED**

Homeless Eligibility

- ▶ Families that are not eligible for Emergency Assistance and meet the homeless criteria for DHCD ESG RRH programs are eligible for assistance.
- ▶ Ita Mullarkey will present on Emergency Assistance eligibility

REASON FOR EA INELIGIBILITY

Household will be ineligible for Emergency Assistance for one of more of the flowing reason:

- ▶ over income (household income exceeds 115% of FPL)
- ▶ has feasible alternative housing
- ▶ has used EA in the prior 12 months*
- ▶ is making self eligible for EA to obtain a housing subsidy*
- ▶ has abandon public or subsidized housing*
- ▶ was evicted for fraud from subsidized or public housing*
- ▶ was evicted for criminal activity (private, public or subsidized housing)*
- ▶ was evicted for destruction of property from private, public or subsidized housing*
- ▶ was asked to leave a DTA Teen Living Program*

Household will not qualify for Emergency Assistance if the reason for homelessness does not fall into at least one of the following categories:

- ▶ Applicant must be pregnant or have dependent minors, prove Mass residency and must be:
 - Fleeing domestic violence; or
 - Victim of fire, flood or natural disaster; or
 - Evicted (no fault and excused); or
 - Healthy and Safety threat that is a detriment to well-being of child

Income Eligibility

- ▶ No income limit for Rapid Re-Housing
- ▶ DHCD requires income information to be gathered at intake & exit to track income changes in HMIS
- ▶ Income documentation should also be used when creating a Housing Stability Plan

Insufficient Financial Resources and Support Networks

- ▶ “But For”
- ▶ Required at intake and at 12 month re-certification, if still enrolled in program.
- ▶ Meant to document the lack of resources (e.g., family, friends, faith-based or other social networks)
- ▶ Use form. Be clear and be specific!!!

Participant Sustainability

- ▶ Households are only eligible for services to the extent that the assistance is necessary to help them move into permanent housing & achieve stability in that housing.
- ▶ Must document that the household can reasonably be expected to maintain their housing for at least 12 months after ESG assistance ends.
- ▶ Households should be able to demonstrate enough income each 30 day period to pay rent, any utilities not included in the rent, transportation costs, and purchase food.

Maximum Financial Assistance

- ▶ \$2,000 subsidized housing
- ▶ \$4,000 unsubsidized housing
- ▶ Maximum includes all financial services under the Housing Relocation and Stabilization component AND the Rental Assistance component
- ▶ Cap on services does not include housing search, case management, and other non-financial services

Category 1: Housing Relocation & Stabilization Services

- ▶ Should only be provided to the extent necessary to rapidly re-house an individual or family and stabilize them within that housing.
- ▶ Includes:
 - Rental application fees
 - Security deposit (up to 1 month's rent)
 - Last month's rent
 - Utility deposits (gas, electric, water, sewage)
 - Utility payments, including up to 6 months of arrears
 - Moving costs (truck rental, hiring moving company)
 - Housing search and placement (CM service)
 - Housing stability case management (required monthly)
 - Mediation
 - Legal services (must be preventing the household from obtaining housing)

Housing Stability Case Management

- ▶ Required monthly as long as the household is enrolled in the RRH program
- ▶ Can be completed in person or over phone
- ▶ Must include:
 - Creation & implementation of Housing Stability Plan
 - Creation of personalized budget
 - Notes or copies of referrals to mainstream benefits and follow up notes on whether the household was able to access the service/benefit

Category 2: Short-term and Medium-term Rental Assistance

- ▶ Short-term rental assistance (up to 3 months)
- ▶ Medium-term rental assistance (4–24 months)
- ▶ One-time payment for up to 6 months of rent in arrears
 - One-time payment only
 - Included in total number of months of rental assistance received
 - Do not need to be consecutive months
 - Should only be provided if the household would not be able to secure housing without the assistance

Leasing Requirements

- ▶ Lease between owner and the household
- ▶ Lease must be in writing and include:
 - Tenant name
 - Address of unit
 - Term of tenancy
 - Move in date
 - Rent amount
 - Responsibility for utilities; and be
 - Must be signed and dated by all appropriate parties
- ▶ At-Will Tenancy is acceptable

Leasing Requirements – Oral Agreement

- ▶ Oral agreement acceptable when assistance is for rental arrears ONLY

- ▶ Oral agreement MUST:
 - Give the household an enforceable leasehold under state law
 - Be sufficiently documented in case record by the property owner's financial records, rent ledgers, or cancelled checks.
 - Must be documented by the provider organization or the property owner on official letterhead detailing the address of the unit, rent amount, term of tenant occupancy, signed and dated.

Proof of Housing Ownership

- ▶ Deed
- ▶ Current water bill
- ▶ Current mortgage payment
- ▶ Recent tax bill, etc.

Rental Assistance Agreement

- ▶ Rental Agreement \neq lease
- ▶ Between property owner and the organization actually making the payment
- ▶ Must be in place prior to any service under the Short-term or Medium-term Rental Assistance component of RRH (including rental arrears)
- ▶ Must document terms of assistance
- ▶ Must require the property owner to submit a copy to the sub-recipient of any notice to the tenant that could lead to an eviction

Shelter and Housing Standards

- ▶ Habitability standards apply to all households receiving any type of ESG assistance, includes legal assistance only, arrears only, or even case management only.
- ▶ Housing Standards Inspection Checklist completed by RRH staff OR copy of inspection report completed by HUD certified inspector that was completed within a reasonable amount of time MUST be in the case record.
- ▶ If inspection was completed by PHA, the inspection report may not be for a similar unit in the same building. It MUST be for the unit the client is moving into.
- ▶ Inspection should include lead based paint inspection.

Lead Based Paint

- ▶ Visual assessment, included in the habitability checklist
- ▶ Applies to all units receiving assistance if constructed before 1978 AND a child under the age of 6 or pregnant woman will live there
- ▶ Recommend completing online visual assessment training. Go to:
<http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>

Fair Market Rent

- ▶ Applies to services rendered under Short-term & Medium-term Rental Assistance component
- ▶ Local FMR limits can be found at:
<http://www.huduser.org/portal/datasets/fmr.html>
- ▶ Total rent must be at or below FMR for same size unit

Rent Reasonableness

- ▶ Recommend consulting with your local PHA for rent reasonableness standards
- ▶ Comparable rents can be checked by using a market study or by reviewing comparable units advertised for rent
- ▶ Use Rent Reasonableness checklist (see DHCD website for a copy)
- ▶ MUST compare minimum of 3 units

FMR & Rent Reasonableness for Rental Arrears Only

- ▶ Exception to meeting FMR & Rent reasonableness guidelines is if the household receives rental arrears only
- ▶ Must consider sustainability
- ▶ Must consider whether or not the assistance with rental arrears is necessary to help the household obtain housing

Re-certification

- ▶ Not required until the participant has been enrolled for 12 months
- ▶ Mirrors intake assessment, except that income guideline takes effect
- ▶ Income must be less than or equal to 30% AMI
- ▶ Review of eligibility criteria, would the household become homeless again if ESG assistance ended?

Denial & Termination

- ▶ Every program must have a Denial & Termination policy in place.
- ▶ Denial notice only required if a household successfully completes intake and application & then is determined ineligible
- ▶ Written notice to household containing clear statement defining reason for denial or termination
- ▶ Notice must include an appeal process within your agency
- ▶ If appeal filed, must provide prompt written notice of final decision to household (within 15 days)
- ▶ Denial or Termination does not bar the household from receiving ESG assistance in the future if eligibility criteria are met

HMIS

- ▶ Must complete an entry assessment and exit assessment
- ▶ Must collect universal & program level data
- ▶ Must produce APR at end of year, Due July 10th.
- ▶ Must run APR to be reviewed during site visit

Reporting on your RRH Program

- ▶ Due 10th of each month
- ▶ One report for overall program & one report for each sub-contract
- ▶ Should only include households who received services within the month you are reporting on
- ▶ “Carry-over” clients still receiving housing stability case management should be reported

ESG MONTHLY REPORTING SFY14: RAPID RE-HOUSING

Contractor Name: _____

Sub-Contractors (if applicable): _____

Instructions: Each program must submit one Monthly Performance Measures worksheet for the overall program and one for each agency that receives funding and provides services through a DHCD ESG only include those individuals and families who received services within the month you are reporting.

MONTHLY PERFORMANCE		July '13	Aug '13	Sept '13	Oct '13	Nov '13
1. # individuals screened for RRH assistance	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS optional					
2. # families screened for RRH assistance	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS optional					
3. # of individuals who received housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services) Please Note: Every individual enrolled in your RRH program should be counted as receiving housing relocation and stabilization services.	may be duplicated from month to month as some households may receive multiple months of housing relocation and stabilization services, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST					
4. # of individuals who received short-term and/or medium-term rental assistance (including first months rent & rental arrears)	may be duplicated from month to month as some households may receive multiple months of rental assistance, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST					
5. # of families who received housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement,	may be duplicated from month to month as some households may receive multiple months of housing relocation and stabilization services, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST					

Monthly Report

- ▶ Everyone should be counted at some point in either #3 or #5

3. # of individuals who received housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services) **Please Note: Every individual enrolled in your RRH program should be counted as receiving housing relocation and stabilization services.**

may be duplicated from month to month as some households may receive multiple months of housing relocation and stabilization services, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST

5. # of families who received housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services) **Please Note: Every family enrolled in your RRH program should be counted as receiving housing relocation and stabilization services**

may be duplicated from month to month as some households may receive multiple months of housing relocation and stabilization services, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST

Monthly Report

- ▶ Questions 3 – 6 may include duplication
- ▶ Some households will receive services for multiple months

3. # of individuals who received housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services) Please Note: Every individual enrolled in your RRH program should be counted as receiving housing relocation and stabilization services.	may be duplicated from month to month as some households may receive multiple months of housing relocation and stabilization services, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST
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6. # of families who received short-term and/or medium-term rental assistance (including first months rent & rental arrears)	may be duplicated from month to month as some households may receive multiple months of rental assistance, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST

Monthly Report

- ▶ Questions 7 & 8 will be unduplicated
- ▶ Clearly show the number of households placed in the reporting period.
- ▶ Households may only be counted as placed once throughout their ESG enrollment period
- ▶ If program with multiple sub-contracts, the total number of individuals and families placed should add up on the report that reflects the whole program

7. # of individuals placed into permanent housing (monthly count)	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST.
8. # families placed into permanent housing (monthly count)	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST.

Supplemental Quarterly Data

- ▶ In order to complete the monthly report, each organization is responsible for collecting the following data elements:
 - Head of Household Last Name
 - Head of Household First Name
 - Head of Household SSN
 - Household size
 - Shelter entry date (if known)
 - Date of ESG enrollment
 - Date of housing placement
 - Address of unit
 - Is unit subsidized (yes or no)
 - If yes, type of subsidy (Section 8, S+C, PSH, Home & Healthy for Good, VASH, MRVP, Other)
 - Rental application fees paid? (amount)
 - Security deposit paid? (amount)
 - Last month's rent paid? (amount)
 - Utility deposits paid? (amount)
 - Utility payments paid? (amount)
 - Moving costs paid? (amount)
 - First month's rent paid? (amount)
 - Is the household expected to receive rental assistance? (no, up to 3 months, more than 3 months, rental arrears)

Supplemental Quarterly Data

- ▶ This data will allow you to complete your monthly report
- ▶ Must be provided in conjunction with your monthly report each quarter (October 10th, January 10th, April 10th, July 10th) via Excel spreadsheet
- ▶ Allows DHCD to verify the number of placements & track financial services
- ▶ Will provide us with very useful data to help measure effectiveness of ESG RRH programs

Housing Retention – Tracking & Reporting

- ▶ Housing retention \neq housing stability case management
- ▶ DO NOT keep cases open just to track Housing Retention status
- ▶ To be tracked at 3, 6, 9, & 12 months after placement into housing (not enrollment)
- ▶ Tracked for SFY13 & SFY14 households

Housing Retention – Tracking & Reporting

- ▶ Must make effort to contact either the property owner or the tenant to verify housing retention.
- ▶ Information must be provided to DHCD on a quarterly basis via Excel. (October 10th, January 10th, April 10th, July 10th)
- ▶ Must collect the following information:
 - Date of Placement
 - Date of housing retention follow-up
 - Is the household still in housing?
 - If yes, do they owe rent?
 - If no, housing status?
 - Is the household stably housed?
 - If no, provide explanation.

Housing Retention – Tracking & Reporting

- ▶ Must include households served in SFY13
- ▶ Must report quarterly (October 10th, January 10th, April 10th, July 10th)
- ▶ Must provide the data with the report

HOUSING RETENTION	MEASURE	Q1	Q2	Q3	Q4
Only to be reported on a quarterly basis. *Please note: It is expected that Q1 may be zero as participants may not have been in housing for at least 3 months by reporting date.		July 2013- September 2013	October 2013 - December 2013	January 2014 - March 2014	April 2014 - July 2014
Contractors are responsible for maintaining housing retention data and providing the client information to DHCD on a quarterly basis.					
1. # of households that maintained their housing and remained stably housed for 3 months post placement	Report may include households served in SFY13.				
2. # of households that maintained their housing and remained stably housed for 6 months post placement	Report may include households served in SFY13.				
3. # of households that maintained their housing and remained stably housed for 9 months post placement	Report may include households served in SFY13.				
4. # of households that maintained their housing and remained stably housed for 12 months post placement	Report may include households served in SFY13.				

Performance Monitoring

- ▶ Ongoing
- ▶ Monthly reports
- ▶ Regular contact with program
- ▶ If you are not on track to meet proposed goals (attachment 2) you should expect a reduction in funding in future years

Site Visits

- ▶ Conducted on Monday afternoons (local to Boston area) & Wednesdays, starting in September
- ▶ If site visit has not yet occurred you are at top of my list
- ▶ If you have “carry-over” clients from SFY13 to SFY14 expect a review of both contract years

Site Visits

- ▶ Review of program files (chosen at random, eligible & ineligible)
- ▶ Review of financial records
- ▶ Review of Annual Performance Report
- ▶ Discussion with program staff
- ▶ Review of performance
- ▶ Please provide quiet office space/desk/table

Site Visits

- ▶ Should have in place a process that allows for:
 - Tracking of expended and unexpended funds
 - Tracking of staff time (if staff position is not full time ESG, there must be a record documenting the time spent on ESG & the activities completed)
 - Tracking of admin costs
 - Tracking of sub-contracts
 - Source documentation for all program related expenditures (example, signed time sheets for staff or leases to back up rent payments)

Site Visits

- ▶ Will look for documentation of staff time billed to ESG (time sheets & record of activities)
- ▶ Documentation of service hours reported on the Personnel Summary Report

PERSONNEL SUMMARY REPORT										
Corporate Name:						State Agency Name:				
ABC Shelter						Department of Housing & Community Development				
Program Name:			Program Number:		Service Contract Number:			Billing period:		
ESG - Shelter Support			0		CT OCD8000HFESG121395S0			7/1/12 - 7/31/12		
Program Component/ Position Title	FTE	Employee Name	Service Days	Service Hours	Wages/Salary Amount Paid	Component Total (all employees in component position title)	Less Offsetting Support	Component Net Invoice Amount		
Case Manager	1.00	Betty Doe	7/2-7/31/12	50.00	\$ 800.00	800.00				-
										-

Site Visits

- Will look for documentation of program costs

Occupancy						
Program Facility		\$ 20,000.00	\$ 20,000.00	\$ 500.00	\$ 19,500.00	\$ 500.00
Facility Oper/Maint/Furn					\$ -	\$ -
Total Occupancy		\$ 20,000.00	\$ 20,000.00	\$ 500.00	\$ 19,500.00	\$ 500.00
Other Direct Care/ Program Staff						
Direct Care Specialists					\$ -	\$ -
Prov. Reim/Stipends					\$ -	\$ -
Staff Training					\$ -	\$ -
Staff Mileage/Travel					\$ -	\$ -
Subcontract Dir. Care					\$ -	\$ -
Meals					\$ -	\$ -
Client Transportation					\$ -	\$ -
Incid. Health/Med. Care					\$ -	\$ -
Medicine/Pharmacy					\$ -	\$ -
Client Per. Allowances					\$ -	\$ -
Prov. of Material Good					\$ -	\$ -
Data Processing					\$ -	\$ -
Commerical Resources					\$ -	\$ -
Program Supplies/Mat					\$ -	\$ -
Program Support					\$ -	\$ -
Total Other Direct Care/ Program Staff		\$ -	\$ -	\$ -	\$ -	\$ -
Direct Admin Expenses						
Program Support					\$ -	\$ -
Other Direct Admin Exps					\$ -	\$ -
Total Direct Admin Exps.		\$ -	\$ -	\$ -	\$ -	\$ -
SUBTOTAL PROGRAM COSTS		\$ 30,000.00	\$ 30,000.00	\$ 1,300.00	\$ 28,700.00	\$ 1,300.00
Agency Admin Support Allocation %		\$ 1,000.00	\$ 1,000.00	\$ 20.00	\$ 980.00	\$ 20.00
PROGRAM TOTAL		\$ 31,000.00	\$ 31,000.00	\$ 1,320.00	\$ 29,680.00	\$ 1,320.00

Site Visits

- ▶ Use the Recordkeeping & Reporting documents as a guide!
- ▶ Use the RRH File Review Checklist!

- ▶ Files should...
 - Be organized
 - Have a checklist
 - Contain clear case notes
 - Contain verification of eligibility requirements
 - Contain completed documents (signatures, dates, completed questions, etc.)
 - Be entered into HMIS

Questions?

Please use the “Raise Your Hand”
function

Thank You for Attending!

- ▶ Future webinars (all at 2pm)
 - 8/14 Homelessness Prevention
 - 8/15 Veterans Inc.: SSVF & HVRP
 - 8/21 Shelter Support – Individual & Non-EA Families
 - 8/28 Shelter Support – Domestic Violence

Please email follow up questions to
elisa.bresnahan@state.ma.us